

**CITY OF SANTA BARBARA
HUMAN SERVICES AND
COMMUNITY DEVELOPMENT BLOCK GRANT
APPLICATION PROCESS**

FREQUENTLY ASKED QUESTIONS

(This document will be updated as new questions are posed)

Table of Contents

WHAT ARE THE AVAILABLE FY 2016-2017 HUMAN SERVICES AND CDBG AMOUNTS?	1
WHAT ARE THE CITY'S GENERAL REQUIREMENTS FOR APPLICANTS?	1
WHAT ARE THE CITY'S COMBINED CRITERIA THAT APPLY TO APPLICANTS?	1
WHAT ARE THE CDBG ELIGIBILITY REQUIREMENTS?	2
WHAT ARE THE FUNDING PRIORITIES FOR THE CDBG PROGRAM?	2
WHAT ARE THE PUBLIC/HUMAN SERVICES FUNDING PRIORITIES?	2
WHAT ARE THE CITY'S AUDIT REQUIREMENTS?	3
WHAT ARE THE CITY'S INSURANCE REQUIREMENTS?	3
HOW DO I APPLY FOR A GRANT?	4
CAN I SUBMIT MORE THAN ONE APPLICATION?	4
WHAT ARE MEASURABLE OUTCOMES?	4
WHAT ARE UNACCEPTABLE MEASURABLE OUTCOMES?	5
HOW DO I SUBMIT REQUIRED ATTACHMENTS TO THE APPLICATION?	6
I HAVE APPLIED BEFORE AND HAVE ALREADY SUBMITTED SOME OF THE REQUIRED DOCUMENTS:	7
WE ARE SUBMITTING MULTIPLE CDBG/HS APPLICATIONS: DO WE HAVE TO SUBMIT MULTIPLE COPIES OF THE REQUIRED ATTACHMENTS?	7
A SPECIFIC ATTACHMENT DOES NOT APPLY TO MY AGENCY OR PROGRAM. WHAT SHOULD I DO? ...	7
WHAT TIME PERIODS DO I REPORT ON WHEN COMPLETING THE APPLICATION?	8
WHAT ARE THE CITY'S CURRENT LIVING WAGE AMOUNTS?	8
WHAT SHOULD THE ORGANIZATION CHART SHOW?	9
DO I NEED TO SUBMIT 3 BIDS FOR CAPITAL GRANT APPLICATIONS?	9
IF MY CAPITAL GRANT APPLICATION IS AWARDED, WHEN MUST THE PROJECT BE COMPLETED?	9
WHEN ARE APPLICATIONS DUE?	10
CAN I SUBMIT MY APPLICATION EARLY?	10
I SUBMITTED MY APPLICATION EARLY AND MADE EDITS, DO I HAVE TO RESUBMIT THE APPLICATION? ..	10
WHAT HAPPENS AFTER THE APPLICATION DEADLINE?	10
WHAT IS THE SCHEDULE FOR REVIEW, INTERVIEWS AND APPROVAL?	11
WHEN IS THE INTERVIEW?	11
WHAT HAPPENS AT THE INTERVIEW?	11
WHO NEEDS TO BE AT THE INTERVIEW?	12

WHAT HAPPENS IF WE MISS OUR INTERVIEW?	12
MAY OUR AGENCY PRESENT A POWERPOINT?	12
CAN I HAND OUT PAMPHLETS OR BRING PRESENTATION MATERIALS TO THE INTERVIEW?	12
HOW IS MY APPLICATION EVALUATED?	12
TERMINOLOGY:	13
1. Family	13
2. Household	13
3. Income	13
4. Income Limits	13
5. Unduplicated Clients	14
6. Fees/Donations:	14
7. Chronically Homeless	14

Questions?

☎ (805) 564-5461

✉ : estotts@santabarbaraca.gov or drandolph@santabarbaraca.gov

For more technical questions call Zoomgrants Customer Service: 1-866-323-5404

WHAT ARE THE AVAILABLE FY 2016-2017 HUMAN SERVICES AND CDBG AMOUNTS?

The Santa Barbara City Council allocated \$726,150 in City General Funds for the Human Services Grant program.

For the CDBG program, the City will not receive confirmation of its actual FY 2016 CDBG allocation from HUD until at the earliest, May 2016. For this application process, we are anticipating level funding from the City's FY 2015-2016 allocation, plus an additional \$53,682 in prior-year reprogrammed funds.

Using these estimates, the approximate amount of CDBG Public Service funds equal \$120,506 which is added to City Human Service funds in the amount of \$726,150, for a total of \$846,656 available in Public/Human Services funds. The approximate amount of Capital/Economic Development CDBG funds equals \$575,874.

WHAT ARE THE CITY'S GENERAL REQUIREMENTS FOR APPLICANTS?

- A. Agencies must provide at minimum, combined single limit comprehensive general liability insurance in the amount of not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate, and Worker's Compensation as required by law, and any other applicable insurance as required by law. Agencies not familiar with City insurance requirements are strongly encouraged to review the complete insurance requirement documents prior to applying. See page 3 for detailed information.
- B. Agencies will agree to comply with S [504 Handicapped Regulations](#). Agencies will be required to execute a Handicapped Nondiscrimination Statement.
- C. Agencies must agree to abide by the City's [Non-Discriminatory Employment Certificate](#).
- D. Agencies must meet specific [Financial Management and Accounting Standards](#).

WHAT ARE THE CITY'S COMBINED CRITERIA THAT APPLY TO APPLICANTS?

The following criteria apply to programs applying for Community Development Block Grant and/or Human Services funds:

- a. Proposed programs/projects should primarily benefit low and moderate-income residents.
- b. Applicants must be tax-exempt 501(c)(3) organizations or local units of government whose proposals directly benefit low- and moderate-income City of Santa Barbara residents.
- c. Proposals must address specific social or physical needs and conditions of the people they propose to serve. Documentation could include social indicators, demographic data, surveys, community plans and need as perceived by potential consumers.
- d. Proposals must present a marketing strategy, which includes specific efforts to reach ethnic communities.

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- e. Proposals must demonstrate support from the people for which the program is proposed.
- f. Applicants must clearly identify all funding sources and justify their proposal if services are available through another source.
- g. Applicants shall seek funding, or demonstrate funding support from other public/private sources. The City shall not be committed to total support of a program, nor shall the City be committed to continue funding in the case where other support is withdrawn.
- h. City CDBG/HS funds shall support only those services that directly benefit residents of the City of Santa Barbara. Programs operated on a countywide or regional basis must show documentation that: (a) services benefit City residents, and (b) sufficient funds are available to support non-city residents.
- i. Administrative costs shall be held to a minimum and will be scrutinized during the application-review process.
- j. Proposals shall identify geographical areas where they propose to provide services.
- k. Proposals that pay the local minimum wage (as described in Chapter 9.128 of the City of Santa Barbara Municipal Code) to all staff for which CDBG/HS funds are requested shall receive an extra point in the rating process.

WHAT ARE THE CDBG ELIGIBILITY REQUIREMENTS?

An applicant for CDBG funds must be eligible under the Federal Register, Department of Housing and Urban Development, 24 Code of Federal Regulations, Community Development Block Grants. If you question your eligibility, you must contact Community Development Programs staff to discuss your proposal and the basic eligible activities.

WHAT ARE THE FUNDING PRIORITIES FOR THE CDBG PROGRAM?

Homeless Assistance — Programs that provide services to homeless individuals and families, and victims of domestic violence;

Public Facilities and Infrastructure — Capital projects that improve facilities of organizations that serve low and moderate-income residents, and public infrastructure and parks improvements in low and moderate-income neighborhoods; and

Economic Development — Support of programs that provide self-employment training and small business loans.

WHAT ARE THE PUBLIC/HUMAN SERVICES FUNDING PRIORITIES?

First Priority: Services that help meet basic human needs **and/or** reduce the community impact of homelessness **and/or** reduce the community impact of gang violence by providing services directly to gang-involved youth.;

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Second Priority: Programs that are preventative in nature and/or promote the highest degree of functioning the individual is capable of achieving.

Agencies must present a clear and compelling argument for funding under the priorities as described.

Programs shall use Public/Human Service funds to provide direct services; funds shall not be used for capital improvements, equipment purchases or mortgage payments.

WHAT ARE THE CITY'S AUDIT REQUIREMENTS?

The City requires that each applicant submit financial reports. The financial reports are for the year ending June 30, 2015, or calendar year ending Dec. 31, 2014. If your agency has a different year end date, you must contact City Staff.

There are four levels that determine the type of financial report required:

- AUDIT – For Agencies with revenues over \$2 million
- REVIEW - Revenues of \$500,000 to \$1.99 million
- COMPILATION - Revenues of \$499,999 or less
- FINANCIAL STATEMENT & BALANCE SHEET – May only be submitted on a temporary basis if draft version of the above is not available.

Submittal of financial statement & balance sheet **MUST** include:

1. Letter explaining why report is not available; and
2. Estimated completion date

You must provide information that is current as of the dates stated above. If your required financial report is not finalized before the application due date, you may submit a *draft* audit. **Do not submit outdated prior year audits, otherwise your application will be considered incomplete.**

WHAT ARE THE CITY'S INSURANCE REQUIREMENTS?

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

A. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations with limits of no less than One Million Dollars (\$1,000,000) per occurrence for bodily injury, personal injury and property damage. If a general aggregate limit applies, either the aggregate limit shall apply separately to this project or the general aggregate limit shall be twice the required occurrence limit.

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B. Automobile Liability: Insurance Services Office Form Number CA 0001 covering Code 1 (any auto), or if Grantee has no owned autos, Code 8 (hired) and Code 9 (non-owned), with limits of no less than One Million Dollars (\$1,000,000) per accident for bodily injury and property damage.

C. Workers' Compensation: In accordance with the provisions of the California Labor Code, Grantee is required to be insured against liability for Workers' Compensation or to undertake self-insurance. Statutory Workers' Compensation and Employers' Liability of at least \$1,000,000 shall cover all Grantee's staff while performing any work incidental to the performance of this agreement.

For the full requirements, [click here](#), you are strongly advised to read the requirements in their entirety.

HOW DO I APPLY FOR A GRANT?

Applications will be submitted electronically via Zoomgrants, a web-based grants management program. To access the application you must *first* visit the City website at www.SantaBarbaraCA.gov. A link to the HS/CDBG program will be posted on the homepage from which you will be able to access ZoomGrants and create your application.

Once you've created an application you will be able to access your own application directly through Zoomgrants at www.ZoomGrants.com.

The City will not accept hardcopy, faxed, or emailed applications or attachments.

CAN I SUBMIT MORE THAN ONE APPLICATION?

Yes. A separate application must be submitted for each program for which you are seeking funding. Also, you may submit both a Public Service and Capital Grant application.

WHAT ARE MEASURABLE OUTCOMES?

This is the single most important item of your proposal and due emphasis should be placed in developing solid Measurable Outcomes.

Measurable Outcomes are specific and realistic *results or changes* that your client will experience from being in your program or receiving your service.

Measurable Outcomes have four components:

1. The service that the clients will receive must be identified:

- *The program case manager will develop a housing plan...*

2. The number of clients that will be receiving the aforementioned service during a set period:

- *The program case manager will develop a housing plan with 50 of our clients during the grant year ...*

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3. The number and percent of all the clients that will *achieve* the outcome:

- *The program case manager will develop a housing plan with 50 of our clients during the grant year, of those clients 90%, or 45 of the 50 served, will...*

4. The expected result or change in condition that the clients will experience as a direct result of the aforementioned service during a set period.

- *The program case manager will develop a housing plan with 50 of our clients during the grant year, of those clients 90%, or 45 of the 50 served, will obtain permanent housing upon completion of the program.*

You will also be required to explain your methods used to document and track that your outcomes were achieved, i.e. surveys used, screening tools, etc.

The following are examples of **measurable outcomes**:

- By completion of this program 60 out of 100 (60%) of students receiving after-school tutoring will show improvements in their grade point average. Your annual goal would be 60% of 100 targeted students.
- Out of 260 persons graduating from our detox program, 85% or 220, will successfully engage in ongoing aftercare (defined as: enrolled in outpatient treatment, residential treatment/sober living, or attending 12-step groups) within 14 days following graduation.
- Of 97 clients receiving life skills classes, 65 (or 67%), will attain placement in employment or post-secondary education within 6 months of entering the program.

WHAT ARE UNACCEPTABLE MEASURABLE OUTCOMES?

Do not confuse “Outcomes” with “Outputs”. An **Output**, is simply a unit of service or statement of process. An example of an output is to “provide case management for 500 unduplicated homeless people”. This is not an acceptable measurable outcome because it does not state the *result* that the client will experience from receiving case management.

If awarded a grant, you will be asked to identify at least one program output during development of the grant agreement.

Also, be aware of confusing program outcomes with program efficiency or effectiveness, i.e. increase recruitment of volunteers or improved client satisfaction results. While these are important factors for an agency to evaluate as part of its ongoing effort to improve itself, the measurable outcomes section of this application is focused solely on the client.

The following are unacceptable outcomes:

- "To provide after-school activities to 35 children."
- "To provide transportation to 50% of our senior citizen clients."
- "To provide child care to 65 unduplicated children."

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These are not outcomes because, while they are stating the units of service the program will provide, they do not show the results or behavior changes or benefit that the client will experience.

Improperly completed or stated outcomes may affect your funding request. If you have questions, call OR email Community Development Programs Staff.

For further guidance [click here](#) to read, "Fictional Examples of Measurable Outcomes and Methods of Measurement" created by a member of the application-review committee.

HOW DO I SUBMIT REQUIRED ATTACHMENTS TO THE APPLICATION?

Templates of several of the required application attachments are provided. YOU MUST USE THE PROVIDED TEMPLATE when specified. The required templates are available through ZoomGrants in the "Documents" section.

To download the required template from ZoomGrants, click on the "Download Template" link, which is located immediately below the name of the form. You will need Adobe Reader X in order to fill in the templates.

You must save a copy of each template directly to your computer before filling it in. Be sure to name the file in such a manner that identifies your agency and/or program, (ex: AgencyNameBoardofDirectorsRoster.pdf). Once you have entered your information you can upload the completed attachment into ZoomGrants by clicking on the "Upload" button.

After you have successfully uploaded your file and REFRESHED your browser, you will see your file listed in the Uploaded Documents column on the ZoomGrants page.

Documents that do not require use of a template may be uploaded in any format (Word, Excel, pdf, jpg, etc.).

If a document does not APPLY to your agency or program, you must submit in its place a MEMO to City Staff referencing the Attachment. The memo should contain the reasons the referenced Attachment does not apply to your agency or program. Acceptance of a memo in lieu of the required document is subject to approval by City Staff.

If any documents are not available before the application due date (ex. Board Minutes), you must upload a memo explaining the delay and provide an estimated submission date. If your audit is incomplete, see the Audit Requirements section of this FAQ. If your IRS Form 990 Tax Return is incomplete, submit the IRS Form 8868 (Application for Extension). **Do not submit outdated prior year audits or tax returns.**

REMINDER: There is a 4MB file size maximum. If you are trying to upload a file that is larger than 4MB please save your document as a reduced size PDF, or split the document into two files, name appropriately, and upload both files into the appropriate row.

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I HAVE APPLIED BEFORE AND HAVE ALREADY SUBMITTED SOME OF THE REQUIRED DOCUMENTS:

[Check here](#) to see whether your agency previously submitted the following documents:

- IRS Federal Tax Exempt Status Letter
- State Of California Franchise Tax Board Tax Exempt Letter
- Articles Of Incorporation (Stamped by Ca. Secretary Of State)

If you are **not** on the above list, or you are a new applicant, you are *required* to submit this information, otherwise your application will be considered incomplete.

WE ARE SUBMITTING MULTIPLE CDBG/HS APPLICATIONS: DO WE HAVE TO SUBMIT MULTIPLE COPIES OF THE REQUIRED ATTACHMENTS?

Submit one copy of the following:

- Board of Director's Roster Sheet.
- FINANCIAL AUDIT REPORT – for year ending June 30, 2015, or calendar year ending Dec. 31, 2014, including Auditor's Report letter. If your agency has a different year end date, you must contact City Staff. If your audit is incomplete, see the Audit Requirements section of this FAQ. **Do NOT submit audits for prior years.**
- IRS 990 TAX RETURN – covering the same periods above. If 990 is not complete, provide a full copy of EXTENSION Form 8868 submitted to the IRS. **Do NOT submit tax returns for prior years.**
- IRS FEDERAL TAX EXEMPT status letter.
- STATE OF CALIFORNIA FRANCHISE TAX BOARD LETTER ATTESTING EXEMPT STATUS.
- ARTICLES OF INCORPORATION (stamped by CA. Secretary of State).

Additional applications must include a memo stating with which application the aforementioned attachments can be located.

All other attachments are mandatory for EACH application, i.e. Budget, Client Data, etc.

A SPECIFIC ATTACHMENT DOES NOT APPLY TO MY AGENCY OR PROGRAM. WHAT SHOULD I DO?

Upload a memo referencing the Attachment Number/Name and provide a brief explanation as to why the attachment will not be submitted. A memo submitted in lieu of the required document is subject to City Staff approval.

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Memorandums may not be submitted in lieu of audit requirements. If your organization's audit is not complete before the application due date, please see the Audit Requirements section of this FAQ. **Do not submit outdated prior year audits, otherwise your application will be considered incomplete.**

WHAT TIME PERIODS DO I REPORT ON WHEN COMPLETING THE APPLICATION?

Some attachments in the application ask for client data and financial data from the Prior Year, Current Year and Proposed Year. The chart below explains the time periods covered by those questions.

Prior Year data must be *actual*, i.e. financial data must correspond to your Prior Year audited actual financials, as opposed to budgeted data. Any client data must correspond to your final report submitted to the City during the prior fiscal year (for previous HS/CDBG grant recipients).

Current Year financial and client data should be what your agency projected for the entire current fiscal year ending June 30, 2016. If you are a current grant recipient, your information should correspond to your Current Year grant agreement with the City.

PRIOR YEAR:	July 1, 2014 – June 30, 2015*
*or your Agency's prior Fiscal Year -- must be the same as financial statement	
CURRENT YEAR:	July 1, 2015 – June 30, 2016
PROPOSED YEAR:	July 1, 2016 – June 30, 2017

WHAT ARE THE CITY'S CURRENT LIVING WAGE AMOUNTS?

Living Wage: The living wage question only applies to the employees whose salary will be assisted with CDBG/HS funds. If it does not apply, enter N/A.

Non-profit organizations are not required to pay a living wage, but those agencies that do will receive an extra point in the rating process.

In order to receive the extra credit point, all employees whose salary is **assisted with** CDBG/HS funds must be paid the current Living Wage.

LIVING WAGE RATES for JULY 1, 2015 to June 30, 2016:

- \$16.70 with no benefits;
- \$14.32 with compensated time off and basic medical insurance provided at no cost to the employee; and
- \$13.12 with compensated time off, basic medical insurance provided at no cost to the employee, and a supplemental benefit.

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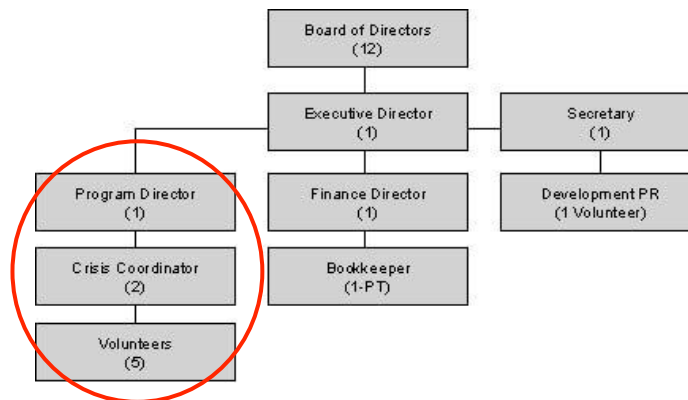
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[Click here](#) for definitions of Basic Medical Insurance, Compensated Time Off, and Supplemental Benefit.

WHAT SHOULD THE ORGANIZATION CHART SHOW?

It should show all positions within your organization and circle the proposed program as it relates to the whole agency. Insert the number of persons within each position. For example:



DO I NEED TO SUBMIT 3 BIDS FOR CAPITAL GRANT APPLICATIONS?

No. Only one completed cost estimate for your proposed CDBG project will need to be submitted as part of the application packet. As a reminder, the completed cost estimate must be from a licensed contractor that includes applicable Davis Bacon federal wage rates in the determination of the total project budget. Your agency will need to let the contractor know that providing the cost estimate doesn't guarantee they will get the work. If funded, you will be required to solicit, at minimum, 3 bids via formal procurement processes set by Federal requirements during the grant award year.

IF MY CAPITAL GRANT APPLICATION IS AWARDED, WHEN MUST THE PROJECT BE COMPLETED?

CDBG Capital projects shall be completed, and all CDBG funds (including retention funds) shall be expended on or before April 30, 2017. At least thirty (30) days prior to this, the grantee shall determine the status of project completion. If a determination is made that the project will not be completed and all CDBG funds (including retention funds) will not be expended by grantee and disbursed by City on or before April 30, 2017, the grantee will be required to submit to City staff its written, formal request for an extension of the Project Completion Date to June 30, 2017.

The Community Development Director, or his designee, shall review each written request for extension of the Project Completion Date on a case-by-case basis. The grantee shall also appear before the Community Development Human Services Committee (CDHSC) during the next regular meeting and present to the CDHSC the grantee's explanation for the extension request.

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WHEN ARE APPLICATIONS DUE?

You may submit applications until 4:30 p.m. December 17, 2015.

The Zoomgrants program will close at exactly 4:30 p.m. and no further submittals or edits will be allowed. If you have not submitted the application by then it will not be accepted.

CAN I SUBMIT MY APPLICATION EARLY?

Applicants are highly encouraged to submit applications early. As a courtesy, City staff will make every effort to review early submittals and provide feedback. You may edit your submitted proposal until 4:30 p.m. on Dec. 17.

Please note, if you submit the application too close to the deadline, staff cannot guarantee that they will have time to provide feedback. You are still encouraged to submit your proposal early, however, as there will be extremely heavy user volume on Dec. 17 that could delay your ability to submit before the Zoomgrants system closes.

I SUBMITTED MY APPLICATION EARLY AND MADE EDITS, DO I HAVE TO RESUBMIT THE APPLICATION?

No, once you have hit the “Submit Now” button your application has been submitted. Any changes you make to the application until 4:30 p.m. on Dec. 17 will be saved. Once the deadline has passed you will be unable to make any further edits.

WHAT HAPPENS AFTER THE APPLICATION DEADLINE?

The Community Development and Human Services Committee, a thirteen-member committee appointed by the City Council will review applications, interview agencies and make funding recommendations to the City Council.

The City Council makes final decisions on funding.

The Community Development and Human Services Committee includes representatives of the following groups:

- Youth-Oriented Services
- Business/Economic Development Community
- Human Services
- Latino Community
- African American Community
- Senior citizens
- Housing Interests
- Four (4) Low Income Neighborhoods: Eastside, Westside, Downtown, and Lower Westside
- Disabled Community
- Housing Authority Representative

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WHAT IS THE SCHEDULE FOR REVIEW, INTERVIEWS AND APPROVAL?

Staff Reviews Applications	Upon Submission
Applications Reviewed by CDHSC	January 2016
Notification of Interview Date and Time	(week of) January 19, 2016
Applicant Interviews	Jan. 28; Feb. 2, 4, 9, 11*, 2016 (4:00 - 9:00 pm)
CDHSC Meeting to Rank Applications	February 11* or 16*, 2016
CDHSC Final Vote on Recommendations	February 23, 2016
Recommendations Made Public	March 1, 2016 (Tentative)
City Council Public Hearing on Committee Recommendations	Tuesday, March 22* or 29*, 2016 (Tentative) (6:00 P.M., Council Chambers)

Dates marked with an asterisk * are tentative and may be adjusted based on the number of applications submitted and Council's meeting availability.

WHEN IS THE INTERVIEW?

City Staff will notify you of the date and time of your interview. They are typically held between 4:00 p.m. and 9:00 p.m. on the dates shown below.

Notification of Interview Date and Time	(week of) January 19, 2016
Applicant Interviews	Jan. 28; Feb. 2, 4, 9, 11*, 2016 (4:00 - 9:00pm)

WHAT HAPPENS AT THE INTERVIEW?

At the scheduled 15-minute interview, agencies will be allowed a 4-minute presentation, with 10 minutes for questions from the Committee, and an agency response/final statement.

To ensure that verbal presentations made by applicants are accurate and reasonable, applicants are advised that information provided to the Committee is an important factor in formulation of specific funding recommendations; furthermore, statements made by an applicant upon which the Committee relies in making a funding recommendation shall become binding and included as part of any contract which may be executed.

Applicants are further advised that the Committee may request additional information on any part of the proposal after the scheduled interview. Applicants will be required to respond in writing within 2 days of such request.

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WHO NEEDS TO BE AT THE INTERVIEW?

Agencies are required to have a member of the Board of Directors and appropriate staff, including finance staff, present at the interview.

WHAT HAPPENS IF WE MISS OUR INTERVIEW?

Applicants that fail to appear for their scheduled interview will not be allowed to reschedule and will automatically be disqualified for funding.

MAY OUR AGENCY PRESENT A POWERPOINT?

ONLY Capital Project applicants may use PowerPoint to show images of the improvements needed as part of the 4-minute presentation.

CAPITAL Applicants wishing to make a PowerPoint presentation must submit the file to estotts@santabarbaraca.gov by January 22, 2016.

CAN I HAND OUT PAMPHLETS OR BRING PRESENTATION MATERIALS TO THE INTERVIEW?

You may distribute one or two pamphlets during the interview, but do not bring more as it will distract the committee from your verbal presentation. Any additional materials brought to the interview will be returned to you.

You *may* also bring photos or charts that you can hold up by hand as part of your presentation.

You may **NOT** bring videos, presentation boards, or large items that will delay the proceedings, or disrupt the committee or other applicants' presentations.

HOW IS MY APPLICATION EVALUATED?

Each applicant will be scored based on the written application and the interview. Each application will be scored on the following categories, from which a total score of 100 can be achieved:

- **Agency:** Track record/past performance, salaries too high or too low, large wage disparity between management staff and program staff;
- **Board:** Composition, role, diversity, and level of involvement;
- **Program:** Bi-cultural/bi-lingual staff, quality of service, staff capacity (training/experience), program corresponds with the agency's mission, level of program monitoring;
- **Measurable Outcomes:** Programs must identify realistic, measurable results or changes that a client will experience from receiving the service;

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- **Need:** Duplication of service, collaboration with other agencies, composition/diversity of clients, target population, funding request corresponds to the number of clients served; and
- **Finances:** Agency revenue/expenses, percentage of funding sources secured, diversity of funding sources, overreliance on City funds, high amount of year-end excess or deficit funds, significant increase or decrease in request from prior year, assets and financial stability of the organization.

For Capital proposals, these additional categories are evaluated:

- **Project Need:** Whom will benefit from the project; clear identification of need; will project satisfy demonstrated need, does the project align with the mission.
- **Project Cost:** Itemized cost estimate from a contractor; reasonableness; can project be completed without full City funding; leveraging of other funding.

TERMINOLOGY:

1. Family

All persons living in the same household who are related by birth, marriage or adoption.

2. Household

All persons who occupy a housing unit. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated persons who share living arrangements.

3. Income

Entitlement grantees may select any one of the following three definitions of income:

- (i) Annual income as defined at 24 CFR 5.609 (except that if the CDBG assistance being provided is homeowner rehabilitation under 24 CFR 570.202, the value of the homeowner's primary residence may be excluded from any calculation of net family assets);
- (ii) Annual income as reported under the Census long-form for the most recent available decennial Census; or
- (iii) Adjusted gross income as defined for the purpose of reporting under Internal Revenue Service (IRS) Form 1040 for individual Federal annual income tax purposes.

4. Income Limits

Questions?

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✉ : estotts@santabarbaraca.gov or drandolph@santabarbaraca.gov

For more technical questions call Zoomgrants Customer Service: 1-866-323-5404

Category	% of Median	Family Size*							
		1	2	3	4	5	6	7	8
Median	100%	75,400							
Very Low	0 - 30%	16,850	19,258	21,650	24,250	28,410	32,570	36,730	40,890
Low	31 - 50%	28,100	32,100	36,100	40,100	43,350	46,550	49,750	52,950
Moderate	51%-80%	44,950	51,350	57,750	64,150	69,300	74,450	79,550	84,700

(rounded to nearest \$50.00)

5. Unduplicated Clients

Clients are defined as recipients of actual services, persons for whom you would maintain a case file. Do not include casual contacts or "facility users" for whom no direct services are provided. An individual who receives assistance is only counted once, regardless of the frequency of visits or the number of times a client accesses program services. For example, a person who receives emergency food each month is only counted as one unduplicated client.

A blank line under Other Characteristics is available for clients not already listed, such as Non-English speaking, Pregnant, HIV-Positive, etc.

Prior Year Client Data must represent the **actual** (should match quarterly reports submitted) number of unduplicated people served. Current Year Client Data is a projection of the number of unduplicated people to be served during the current year (**if you have a CDBG or Human Services contract this year you must use the objective numbers from your contract**). Proposed Year Client Data is an estimate of number of unduplicated people to be served during the proposed contract period.

6. Fees/Donations:

Payments by clients for receipt of program services be they voluntary or mandatory, are considered program income. Upload a copy of your fee/donation schedule.

7. Chronically Homeless

Individuals with a disabling condition that have lived in a shelter or on the streets for the last year or have had four episodes of homelessness in the past 3 years.

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